



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Sage Telecom, Inc.
for quarter ending March 31, 2008

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$3,128.53	\$5,731.96	\$1,139.08	\$9,999.57
B. Number of credits issued for repairs - 24 - 48 hours	76	107	72	255
C. Number of credits issued for repairs - 48 - 72 hours	45	43	23	111
D. Number of credits issued for repairs - 72 - 96 hours	24	29	9	62
E. Number of credits issued for repairs - 96 - 120 hours	14	13	3	30
F. Number of credits issued for repairs > 120 hours	25	41	10	76
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	67	172	130	369
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Jan 08 - 265 tickets not resolved in 24 hrs. out of 563. Feb 08 - 251 tickets not resolve in 24 hrs. out of 520. March 08 - 133 tickets not resolved in 24 hrs. out of 409.